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ABSTRACT

One of three individualized courses included in a lodging curriculum, this course covers basic housekeeping operations and procedures. The course is comprised of seven units: (1) Care of the Room, (2) Working with Staff, (3) Work Improvement Techniques, (4) Organizing, Planning, and Scheduling, (5) Housekeeping Material and Equipment, (6) Floor and Carpet Care, and (7) Health and Safety. Each unit begins with a Unit Learning Experience Guide that gives directions for unit completion. The remainder of each unit consists of Learning Activity Packages (LAP) that provide specific information for completion of a learning activity. Each LAP is comprised of the following parts: objective, evaluation procedure, resources, procedure, supplemental sheets, study guide, and a LAP test with answers. The course is preceded by a pretest which is designed to direct the student to units and performance activities. (LRA)

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ED197163

# MOUNTAIN PLAINS LEARNING EXPERIENCE GUIDE:

Lodging.

Course: Housekeeping Operations.

CE 027 793

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
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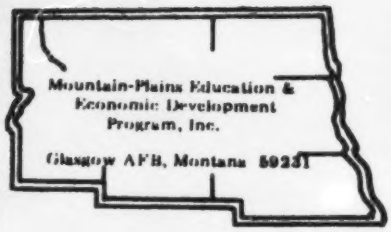


# Learning Experience Guide

COURSE: HOUSEKEEPING OPERATIONS

DESCRIPTION:

Included in this course are the basic policies and procedures which are part of the everyday duties of the Hotel/Motel Housekeeping Operations such as: cleaning, working with staff, improvement of work techniques, organizing, planning and scheduling. You will learn what equipment and material should be used in Hotel/Motel cleaning.

RATIONALE:

Skills and procedures gained in the course will enable you to become employed in the Housekeeping Department of any size Hotel/Motel. Using correct procedures will make you more efficient while working in the Housekeeping Department.

OBJECTIVE:

Perform housekeeping operations and procedures skillfully and efficiently.

PREREQUISITES:

Good physical health is necessary to successfully complete the housekeeping tasks required by the Housekeeping Department.

RESOURCES:

A resource list is attached.

GENERAL INSTRUCTIONS:

Practice and apply the procedures of a maid by participating in a Work Experience Station.

**Principal Author(s):** D. Fuhrman and B. Egan

UNIT TITLES:

.01 Care of the Room
.02 Working with Staff
.03 Work Improvement Techniques
.04 Organizing, Planning, Scheduling
.05 Housekeeping Material and Equipment
.06 Floor and Carpet Care
.07 Health and Safety

EVALUATION PROCEDURE:

Multiple choice tests must be completed with 90% accuracy.
Performance tests must be completed with 90% accuracy.

FOLLOW-THROUGH:

Begin Unit .01: Care of the Rooms.

# RESOURCE LIST

## Printed Materials

1. Floors and Floor Maintenance. Berkeley, American Hotel and Motel Association, 1967.
2. Functional Housekeeping in Hotels and Motels (text and workbook). Fales, ITT Educational Services, 1971.
3. Supervisory Housekeeping (manual) plus supplement "Basic Interior Design." American Hotel and Motel Association, 1961.
4. The Correct Maid. Pheiffer and Voegele, Ahrens Publishing Company, 1965.
5. The Maid - Cleaning the Bathroom (study guide). National Educational Media, Inc., 1969.
6. The Maid - Making Up The Room (study guide). National Educational Media, Inc., 1969.
7. The Science of Housekeeping. Tucker, INSTITUTIONS Magazine, 1970.
8. The Selection, Care and Laundering of INSTITUTIONAL TEXTILES. Bradley, School of Hotel Administration, Cornell University, Ithaca, N.Y., 1967.
9. The Selection and Maintenance of Commercial Carpet. Berkeley, American Hotel and Motel Association, 1970.

## Audio/Visual

Super 8 Filmstrips:

1. The Maid - Cleaning the Bathroom. National Educational Media, Inc., 1969.
2. The Maid - Making Up The Room. National Educational Media, Inc., 1969.

## Equipment

1. Application forms.
2. Bedspreads and blankets.
3. Cleaners (furniture polish, "409", soaps, detergents, etc.).
4. Cleaning rags.
5. Job description forms.
6. Maid basket (with supplies; soap, toilet seat bands, etc.).
7. Maid cart.
8. Mattress pad.
9. Pillows.
10. Projector, Seventy-07 Fairchild film system, National Educational Media.
11. Sheets.
12. Simulated guest bathroom (sink, toilet, mirror, etc.).
13. Simulated guest room (bed, dresser, night stands, lamps).
14. Vacuum cleaner.
15. Work schedules.

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Date: _____ Date Published: 8/5/75

## COURSE PRETEST: HOUSEKEEPING OPERATIONS

25.01.01.01.

1. When you place soiled linens and towels on your work cart:

   a. you should be sure to keep them separate from the clean ones.
   b. you should be careful not to overload the cart.
   c. you should keep the pillow case separate from the sheets and towels.
   d. you should never place wet linen next to the dry dirty ones.

2. Soiled glasses are:

   a. always thrown away.
   b. rinsed and placed in a paper cover.
   c. replaced with sanitized glasses.
   d. thrown away if chipped or scratched.

3. Why should you be particularly careful cleaning the inner rim of the toilet bowl?

   a. because it is hard to reach and another maid might miss it.
   b. that is the first place the guest looks.
   c. to prevent corrosion from starting.
   d. if you get the substance on your hands, it will burn.

4. When cleaning the basin:

   a. use the soap from the soap dish which the guest didn't use up.
   b. only clean the underside part which the guest can see.
   c. pull the plug and remove any hair or debris.
   d. start on the inside and work to the outside.

5. Which could not be an item to check in restocking the bath room?

   a. bathroom spray.
   b. shower caps.
   c. each type of towel.
   d. shoeshine cloths.

25.01.01.02.

6. When you find a door displaying a "Do not Disturb" sign, you should:

   a. note it in your room report and come back later.
   b. knock to see if the guest checked out and forgot to remove the sign.
   c. just forget it.
   d. have the desk ring the guest to see if he wants you to come in and clean.

7. When stripping the bed, you should:

   a. pull everything off from one end so you don't waste time (even though it might rip a sheet.)
   b. shake the bedding to air it out.
   c. shake the bedding to look for articles the guest may have lost.
   d. shake the bedding to get the wrinkles out.

8. When changing pillow cases, you should:

   a. tuck them under your chin.
   b. leave the zipper side on the outside.
   c. lay the pillows on the bed.
   d. wash your hands first.

9. When fluffing pillows, you should:

   a. pound them with both hands.
   b. be careful to shake them gently.
   c. pound them once in the middle and then fold.
   d. fluff them both at once to keep them in better shape.

10. Everytime you start to make the bed, you should:

   a. spray the mattress with disinfectant spray.
   b. replace the mattress pad.
   c. first turn the mattress to keep it in shape.
   d. check the mattress and pad for damage or stains.

25.01.01.03.

11. Which is not a step used when cleaning during construction?

    a. cover the floors with tarpaulins.
    b. display a "men working" sign.
    c. tape the windows and doors.
    d. cover the floors with planks when moving heavy equipment.

12. Parlors and suites:

    a. usually require two people to clean them.
    b. are cleaned with a special procedure.
    c. are easier to clean than a regular room.
    d. are treated the same as regular rooms.

13. Studio rooms:

    a. are cleaned in the same manner as a regular room.
    b. use the same procedure for making up the bed as a regular room.
    c. only require cleaning once a week.
    d. require lighter cleaning than a regular room.

25.01.01.04.

14. Vacuum cleaners:

    a. should be emptted once a week.
    b. with small bags may require two cleanings on busy days.
    c. should be emptied when you feel it needs it.
    d. should be emptied daily, only if needed.

15. A maid, after using the linen closet, should:

    a. leave the light on for the next person.
    b. never leave without locking the door.
    c. shut the door, but not necessarily lock it if leaving for only a few minutes.
    d. never leave without locking the door, unless it is only for a few minutes.

25.01.01.05.

16. The theme does not:

    a. always include elements stressing comfort.
    b. give the central idea.
    c. keep the guest wanting to return.
    d. represent a concept.

17. Color:

    a. is the least important element of room decorating.
    b. is only as important as the theme.
    c. enhances size, shape, and relationship to other areas.
    d. if used correctly will set a mood in people.

18. There are:

    a. eight colors.
    b. five colors altogether (red, blue, green, yellow, orange)
    c. seven colors (black, white, red, blue, green, yellow, orange)
    d. five colors altogether (black, white, red, blue, green)

19. The darker version of a particular color is:

    a. tone.
    b. chroma.
    c. value.
    d. shade.

20. The intensity of a color is:

    a. tone.
    b. shade.
    c. chroma.
    d. value.

COURSE PRETEST ANSWER KEY: HOUSEKEEPING OPERATIONS

Occupational Area: _____
File Code: 25.01.00.00, A2-2
Name: _____

**ANSWERS**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| .01.01.01. | 1. A | _____ | 25.01.02.01. | 21. D | _____ | 25.01.02.05. | 41. A | _____ |
| | 2. C | _____ | | 22. B | _____ | | 42. C | _____ |
| | 3. C | _____ | | 23. D | _____ | | 43. A | _____ |
| | 4. C | _____ | | 24. D | _____ | | 44. D | _____ |
| | 5. D | _____ | | 25. C | _____ | | 45. D | _____ |
| .01.01.02. | 6. A | _____ | 25.01.02.02 | 26. C | _____ | 25.01.02.06. | 46. B | _____ |
| | 7. C | _____ | | 27. A | _____ | | 47. C | _____ |
| | 8. C | _____ | | 28. D | _____ | | 48. C | _____ |
| | 9. B | _____ | | 29. D | _____ | | 49. B | _____ |
| | 10. D | _____ | | 30. B | _____ | | 50. C | _____ |
| 5.01.01.03 | 11. B | _____ | 25.01.02.03. | 31. D | _____ | 25.01.02.07. | 51. A | _____ |
| | 12. D | _____ | | 32. B | _____ | | 52. D | _____ |
| | 13. A | _____ | | 33. B | _____ | | 53. B | _____ |
| 5.01.01.04 | 14. B | _____ | | 34. C | _____ | | 54. C | _____ |
| | 15. B | _____ | | 35. B | _____ | | 55. D | _____ |
| .01.01.05 | 16. A | _____ | 25.01.02.04. | 36. B | _____ | 25.01.03.01. | 56. D | _____ |
| | 17. C | _____ | | 37. C | _____ | | 57. A | _____ |
| | 18. A | _____ | | 38. D | _____ | | 58. C | _____ |
| | 19. D | _____ | | 39. C | _____ | | 59. C | _____ |
| | 20. D | _____ | | 40. C | _____ | | 60. A | _____ |

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Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

# Learning Experience Guide

UNIT: CARE OF THE ROOMS

RATIONALE:

Knowledge of the basic cleaning procedures in a Hotel or Motel will help to successfully complete the tasks in any Hotel/Motel Housekeeping Department.

PREREQUISITES:

None.

OBJECTIVE:

Clean each type of room in a Hotel or Motel according to the procedures outlined in the LAPs.

RESOURCES:

Printed Materials

The Correct Maid. Pheiffer and Voegele, Ahrens Publishing Company.
Functional Housekeeping in Hotels and Motels. Fales, ITT Educational Services (text and workbook).
The Maid - Cleaning the Bathroom. National Education Media, Inc., 1969 (study guide).
The Maid - Making Up The Room. National Education Media., Inc., 1969 (stude guide).

Audio/Visual

Super 8 Filmstrips:

The Maid - Cleaning the Bathroom. National Education Media, Inc., 1969.
The Maid - Making Up The Room. National Education Media, Inc., 1969.

Equipment

Seventy-07 Fairchild film system projector, National Education Media.
Simulated guest bedroom (bed, dressers, night stands, lamps).
Simulated guest bathroom.

**Principal Author(s):** D. Fuhrman and B. Egan

RESOURCES: Continued

Cleaning equipment.
Maid supply basket.
Sheets (2 double flat).
Pillow cases.
Bedspread and blankets.
Mattress pad.

GENERAL INSTRUCTIONS:

Pick up books and resources listed above from the classroom area. At the end of the Mod clean up your work station. See the instructor when you have a question. Read the information for each activity and then do the corresponding workbook chapter. Check your workbook answers with the answer key.

PERFORMANCE ACTIVITIES:

.01 Correctly Clean a Bathroom
.02 Making up the Room
.03 Special Types of Rooms
.04 Care and Safety
.05 Interior Design

EVALUATION PROCEDURE:

The instructor will evaluate you by using multiple choice and performance test. All tests must be completed with 90% accuracy.

FOLLOW-THROUGH:

Begin the first assigned Learning Activity Package.

Student: _____ File Code: 25.01.01.00. A2-2

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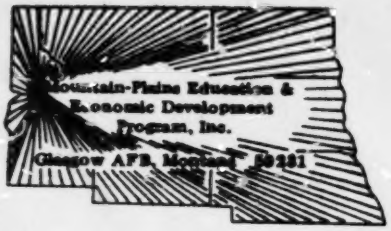


UNIT PRETEST: CARE OF THE ROOMS

25.01.01.01.

1. In cleaning a shower door:

   a. clean it when it's closed not while it is open.
   b. you must also start in the middle and work out in a circular fashion.
   c. just clean the chrome as the glass is usually figured and doesn't show streaks or water spots.
   d. you must clean the track in which the door slides.

2. The last cleaning task in the bathroom is:

   a. dusting the door.
   b. cleaning the floor.
   c. flushing the disinfectant down the toilet.
   d. replacing the guest supplies.

3. As a general rule, all plumbing fixtures (faucet handle, spigots, etc,) should be:

   a. replaced if scratched or chipped.
   b. polished with a hard cloth to remove water spots.
   c. polished with a soft cloth to remove water spots.
   d. reported only if leaking excessively or heavily corroded.

4. In replenishing guest supplies:

   a. all rooms use the same amount of supplies (soap, towels, etc.)
   b. most hotels are the same.
   c. you must follow the procedures set by the Housekeeper.
   d. even if something was not used, replace it with a new one. (soap, glasses, etc.)

5. When cleaning the tub area:

   a. you should never turn on the shower; if you turn it on it might leak.
   b. you should pull the plug and clean it.
   c. if there is a rubber bath mat, it must be thrown away and replaced with a new one.
   d. you should clean the grouting around the tub with a wet cloth.

25.01.01.02.

6. When cleaning a guest room:

   a. be sure to follow the policies and procedures given by the housekeeper.
   b. always empty ash trays in the wastebasket.
   c. never touch articles of clothing which belong to the guest.
   d. never empty ash trays in the toilet.

7. When cleaning drawers :

   a. always open all drawers and clean them.
   b. leave them slightly open after cleaning to air out.
   c. always put the same amount of supplies in the drawers as you took out except when it is not needed.
   d. if you find articles in drawers of a check-out room, report it to the lost and found department.

8. Dusting a room:

   a. is the first step when you enter a room.
   b. is usually done after you have cleaned up articles and made the bed.
   c. is the last step in cleaning a room.
   d. usually is done after you vacuum the floor.

9. Thinking before performing each maid's step:

   a. is the only way to work.
   b. works out for the best, most of the time.
   c. is not good because this will slow your work down; you must be able to develop a habit.
   d. will keep you within your 25 minutes per room average.

10. Dusting is more effective when the dust cloth is:

   a. dry.
   b. waxed.
   c. either wet or dry.
   d. wet.

25.01.01.03.

11. Vacant rooms:

    a. might need the toilets flushed.
    b. should only be aired one (1) hour a day.
    c. should always be dusted.
    d. are never a concern of the maid.

12. When perfoming second service:

    a. the toilet bowl should be cleaned.
    b. clean ash trays, and replace soiled towels.
    c. it is not necessary to clean the basin.
    d. always leave room service equipment.

13. The last step in performing night service is:

    a. leaving the lights on for the guest, when he returns.
    b. leaving the door slightly open as a courtesy to the guest.
    c. turning out all lights except those over the bed, then close and lock the door.
    d. turning out all lights except those over the bed, then leave the door slightly open for the guest.

25.01.01.04.

14. Accidents:

    a. are generally few in hotels and motels.
    b. 90% of the time are caused because of unsafe conditions.
    c. 30% of the time are caused because of personal carelessness.
    d. are generally quite frequent in hotels and motels.

15. Which is not one of the most common accidents which occur to a maid?

    a. not correctly removing vacuum cleaner plug from the wall socket.
    b. standing on the edge of the bathtub when cleaning.
    c. removing waste from baskets by hand.
    d. failure to watch for razor blades when cleaning bathrooms.

25.01.01.05.

16. The purity or lack of grayness a color appears to possess is:

    a. chroma
    b. shade.
    c. value.
    d. tone.

17. Light, cool colors:

    a. make a room look smaller.
    b. make a room look larger.
    c. are popular in rooms which face the north or east.
    d. make a room seem higher-ceilinged.

18. Warm colors:

    a. are attractive in rooms which face the sun.
    b. are orange, yellow and red.
    c. are never used in a large room.
    d. are popular in rooms which face the south or west.

19. Bright colors:

    a. look good in sunny climates.
    b. look good in northern and cloudy climates.
    c. are only yellow and blue.
    d. are only violet, green and red.

20. In selecting the lighting:

    a. you can't get lights which are even close to natural sunlight.
    b. the color of light is not so important.
    c. remember natural lighting is the most comfortable.
    d. indirect lighting is the best to use.

UNIT PRETEST ANSWER KEY: CARE OF THE ROOMS

LAP

| | |
|---|---|
| 01 | 1. D |
| | 2. B |
| | 3. C |
| | 4. C |
| | 5. B |
| 02 | 6. A |
| | 7. D |
| | 8. B |
| | 9. C |
| | 10. D |
| 03 | 11. A |
| | 12. B |
| | 13. C |
| 04 | 14. A |
| | 15. A |
| 05 | 16. A |
| | 17. B |
| | 18. B |
| | 19. A |
| | 20. C |

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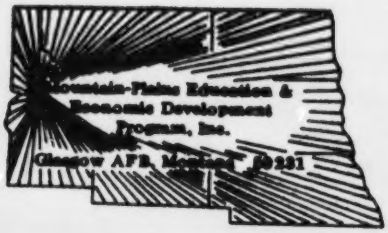


# UNIT POST TEST: CARE OF THE ROOMS

25.01.01.01.

1. Where do you dispose of cigarette ashes left in ash trays?

   a. throw them in the waste basket, even though they are still hot.
   b. depends on what the house policy is.
   c. empty them in a newspaper and then flush everything down the toilet.
   d. wash them down the drain.

2. Why should you be particularly careful about cleaning the inner rim of the toilet bowl?

   a. because it is hard to reach and another maid might miss it.
   b. that is the first place the guest looks.
   c. to prevent corrosion from starting.
   d. if you get the substance on your hands, it will burn.

3. When cleaning the basin:

   a. use the soap from the soap dish which the guest didn't use up.
   b. only clean the underside part which the guest can see.
   c. pull the plug and remove any hair or debris.
   d. start on the inside and work to the outside.

4. The last cleaning task in the bathroom is:

   a. dusting the door.
   b. cleaning the floor.
   c. flushing the disinfectant down the toilet.
   d. replacing the guest supplies.

5. When cleaning the tub area:

   a. you should never turn on the shower; if you turn it on, it might leak.
   b. you should pull the plug and clean it.
   c. if there is a rubber bath mat, it must be thrown away and replaced with a new one.
   d. you do not clean the grouting around the tub with a wet cloth.

25.01.01.02.

6. When changing pillow cases, you should:

   a. tuck them under your chin.
   b. leave the zipper side on the outside.
   c. lay the pillows on the bed.
   d. wash your hands first.

7. If you notice something belonging to a guest left behind in a check-out room, you should:

   a. keep it; legally it is yours if the guest does not report it. (this is a benefit of this career.)
   b. grab it and try to catch the guest before he leaves the building.
   c. report it immediately to the front desk.
   d. ignore it; if it is important, the guest will return for it.

8. When you knock, you should always:

   a. announce yourself and state your name.
   b. use your hand which is wrapped in a cloth.
   c. go right in without hesitation.
   d. use your hand.

9. When cleaning a guest room:

   a. be sure to follow the policies and procedure given by the housekeeper.
   b. always empty ash trays in the wastebasket.
   c. never touch articles of clothing which belong to the guest
   d. never empty ash trays in the toilets.

10. If you are cleaning a guest room and the guest returns, you should:

   a. leave the room immediately.
   b. stay and finish the room , then leave.
   c. ask the guest if he wants you to continue or to return at a later time.
   d. finish the room, and then tell him you're sorry for making him wait.

25.01.01.03.

11. Parlors and suites:

    a. usually require two people to clean them.
    b. are cleaned with a special procedure.
    c. are easier to clean than a regular room.
    d. are treated the same as regular rooms.

12. When performing night service:

    a. the first step is to clean up.
    b. you do not have to fluff and adjust the pillows.
    c. the guest will usually be in the room while you are cleaning it.
    d. replace used up matches and stationery.

13. Weekly cleaning:

    a. consists of washing the inside of all drawers and vacuuming draperies.
    b. is only used for steady guest; they get their room at a cheaper rate.
    c. is only for guests who stay a week at a time.
    d. consists of scrubbing the bathroom floor and shampooing the rug.

25.01.01.04.

14. A maid, after using the linen closet, should:

    a. leave the light on for the next person.
    b. never leave without locking the door.
    c. shut the door, but not necessarily lock it if leaving for only a few minutes.
    d. never leave without locking the door, unless it is only for a few minutes.

15. Which is not one of the most common accidents which occur to a maid?

    a. not correctly removing vacuum cleaner plug from the wall socket.
    b. standing on the edge of the bathtub when cleaning.
    c. removing waste from baskets by hand.
    d. failure to watch for razor blades when cleaning bathrooms.

25.01.01.05.

16. The darker version of a particular color is:

a. tone.
b. chroma.
c. value.
d. shade.

17. The purity or lack of grayness a color appears to possess is:

a. chroma.
b. shade.
c. value.
d. tone.

18. Light, cool colors:

a. make a room look smaller.
b. make a room look larger.
c. are popular in rooms which face the north or east.
d. make the room seem higher-ceilinged.

19. Of the following the primary color is:

a. orange.
b. black.
c. green.
d. red.

20. In selecting the lighting:

a. you can't get lights which are even close to natural sunlight.
b. the color of light is not so important.
c. remember natural lighting is the most comfortable.
d. indirect lighting is the best to use.

UNIT POST TEST ANSWER KEY: CARE OF THE ROOMS

LAP

| | | |
|---|---|---|
| 01 | 1. | B |
| | 2. | C |
| | 3. | C |
| | 4. | B |
| | 5. | B |
| 02 | 6. | C |
| | 7. | C |
| | 8. | D |
| | 9. | A |
| | 10. | C |
| 03 | 11. | D |
| | 12. | D |
| | 13. | A |
| 04 | 14. | B |
| | 15. | A |
| 05 | 16. | D |
| | 17. | A |
| | 18. | B |
| | 19. | D |
| | 20. | C |

File Code: 25.01.01.01.A2-0

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Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

# Learning Activity Package

Student: _____

Date: _____

**PERFORMANCE ACTIVITY:** Cleaning The Bathroom

OBJECTIVE:

Identify desired procedures and reasons for cleaning. Recognize responsibilities for replenishing guest bathroom supplies.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Functional Housekeeping in Hotels and Motels, Fales, 1971.
"Functional Housekeeping in Hotels and Motels," (Workbook), Hertzson, 1971.
The Correct Maid, Pfeiffer and Voegele, 1965.
"The Maid-Cleaning the Bathroom" (Film), NEM Film System.
"The Maid-Cleaning the Bathroom" (Study Guide), NEM Film System.

PROCEDURE:

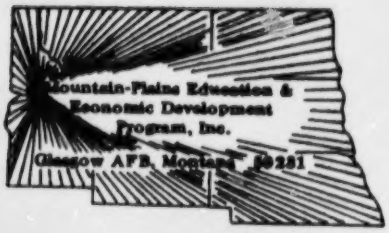
Steps

1. Obtain text, Functional Housekeeping in Hotel and Motel.
2. Read bathroom cleaning on pages 121 and 122.
3. Obtain study guide for film, "The Maid-Cleaning the Bathroom."
4. View film, "The Maid-Cleaning the Bathroom."
5. Do questions 1 through 15 in Study Guide, "The Maid-Cleaning the Bathroom." Check your answers on back of study guide.
6. Obtain text, The Correct Maid; read step 9 on pages 32 and 36.
7. Take the LAP test, self-score it, hand it in to the instructor; include the number of hours it took you to complete both the LAP and the test.

**Principal Author(s):** Fuhrman

Student: _____ File Code: 25.01.01.01. A2-2

Date: _____ Date Published: 7/19/74




# LAP TEST: CLEANING THE BATHROOM

1. When you place soiled linens and towels on your work cart:

   a. you should be sure to keep them separate from the clean ones.
   b. you should be careful not to overload the cart.
   c. you should keep the pillow cases separate from the sheets and towels.
   d. you should never place wet linen next to the dry dirty ones.

2. Soiled glasses are:

   a. always thrown away.
   b. rinsed and placed in a paper cover.
   c. replaced with sanitized glasses.
   d. thrown away if chipped or scratched.

3. Equipment for cleaning the toilet area:

   a. can be used in cleaning the floor.
   b. must not be used for any other area.
   c. can be used in cleaning the tub area.
   d. can be kept with other equipment in the work shop.

4. When cleaning the mirror:

   a. start at the top and work down.
   b. start at the bottom and work up.
   c. start on the outside and work in a circular fashion towards the center.
   d. start in the middle and work out in a circular fashion.

5. In cleaning a shower door:

   a. clean it when it's closed not while it is open.
   b. you must also start in the middle and work out in a circular fashion.
   c. just clean the chrome as the glass is usually figured and doesn't show streaks or water spots.
   d. you must clean the track in which the door slides.

6. As a general rule, all plumbing fixtures (faucet handles, spigots, etc.) should be:

   a. replaced if scratched or chipped.
   b. polished with a hard cloth to remove water spots.
   c. polished with a soft cloth to remove water spots.
   d. reported only if leaking excessively or heavily corroded.

7. Which could not be an item to check in restocking the bathroom?

   a. bathroom spray.
   b. shower caps.
   c. four sets of each type of towel.
   d. shoeshine cloths.

8. In replenishing guest supplies:

   a. all rooms use the same amount of supplies (soap, towels, etc.)
   b. most hotels are the same.
   c. some hotels might even require you to supply manicure sets.
   d. even if something was not used, replace it with a new one (soap, glasses, etc.)

9. In cleaning the bathroom of most hotels:

   a. the materials, supplies, and equipment used will vary from hotel to hotel.
   b. always clean around the guest's personal belongings so you do not have to handle them.
   c. if a plastic shower curtain is used, it should be replaced when it is soiled.
   d. the actual cleaning should begin after the bedroom is completed.

10. After cleaning the tub and shower area, the next step is:

   a. the floor.
   b. the wash basin and mirror.
   c. to replenish the guest supplies.
   d. the toilet.

# LAP TEST ANSWER KEY: CLEANING THE BATHROOM

1. A
2. C
3. B
4. A
5. D
6. C
7. D
8. C
9. A
10. D

File Code: 25.01.01.02.A2-0

Date Published: 8/1/74

Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

# Learning Activity Package

Student: _____

Date: _____

**PERFORMANCE ACTIVITY:** Making Up The Room

OBJECTIVE:

Identify the desired procedures for cleaning and preparing the bedroom area.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

The Correct Maid, Pfeiffer and Voegele, 1965.
Functional Housekeeping in Hotels and Motels, Fales, 1971.
"Functional Housekeeping in Hotels and Motels," (Workbook), **Hertzson**, 1971.
"The Maid-Making Up the Room," (Film), NEM Film System.
"The Maid-Making Up the Room," (Study Guide), NEM Film System.
The Science of Housekeeping, Tucker, pages 33 - 36.

PROCEDURE:

Steps

1. Obtain text, The Correct Maid; go to study area.
2. Read pages 7 through 32 and pages 37 through 50.
3. Obtain text, Functional Housekeeping in Hotels and Motels; read pages 117 through 124.
4. Obtain study guide for film, "The Maid-Making Up the Room."
5. View film, "The Maid-Making Up the Room."
6. Read text, Science of Housekeeping, pages 33 - 36.
7. Do questions 1 through 14 in study guide, "The Maid-Making Up the Room."
8. Read page 63 in workbook, "Functional Housekeeping in Hotels and Motels."
9. Do questions 1 through 8 on page 65 in workbook. Check answers with answer sheet - ask instructor.
10. Take the test, self-score it and hand it in; include the number of hours it took you to do both the LAP and the test.

**Principal Author(s):** Fuhrman

Student: _____ File Code: 25.01.01.02. A2-2

Date: _____ Date Published: 7/19/74

LAP: TEST: MAKING UP THE ROOM

1. When you find a door displaying a "Do not Disturb" sign, you should:

   a. note it in your room report and come back later.
   b. knock to see if the guest checked out and forgot to remove the sign.
   c. just forget it.
   d. have the desk ring the guest to see if he wants you to come in and clean.

2. In making the bed, when do you go to the opposite side?

   a. when you add the blanket.
   b. when you finish the bottom sheet.
   c. when you add the bedspread.
   d. right before adding the cover sheet.

3. When fluffing pillows, you should:

   a. pound them with both hands.
   b. be careful to shake them gently.
   c. pound them once in the middle and then fold.
   d. fluff them both at once to keep them in better shape.

4. When you are cleaning a guest room, you should:

   a. leave the door open, even if you have to leave for the lunch break.
   b. only report damage which is very noticeable.
   c. turn on every light, so you can check for burned out bulbs.
   d. always open the windows to "air" it out.

5. When cleaning drawers:

   a. always open all drawers and clean them.
   b. leave them slightly open after cleaning to air out.
   c. always put the same amount of supplies in the drawers, as you took out except when it is ndt needed.
   d. if you find articles in drawers of a check-out room, report it to the lost and found department.

6. Dusting a room:

   a. is the first step when you enter a room.
   b. is usually done after you have cleaned up articles and made the bed.
   c. is the last step in cleaning a room.
   d. usually is done after you vacuum the floor.

7. Thinking before performing each maid's step:

   a. is the only way to work.
   b. works out for the best, most of the time.
   c. is not good because this will slow your work down; you must be able to develop a habit.
   d. will keep you within your 25 minute per room average.

8. In caring for your maid's cart, you should:

   a. replenish your cart at the end of the day.
   b. replenish your cart at the beginning of each day.
   c. check with your supervisor to find what procedure the motel follows.
   d. not have to replenish the materials, because it is the houseman's job.

9. Dusting is more effective when the dust cloth is:

   a. dry.
   b. waxed.
   c. either wet or dry.
   d. wet.

10. Frequency of cleaning:

   a. depends on type of cleaner used.
   b. depends on type of equipment used.
   c. is set by the health and safety laws.
   d. depends on the use of the facility.

LAP TEST ANSWER KEY: MAKING UP THE ROOM

1. A
2. C
3. B
4. C
5. D
6. B
7. C
8. C
9. D
10. D

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Date Published: 1/2/76

Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

# Learning Activity Package

Student: _____

Date: _____

**PERFORMANCE ACTIVITY:** Special Types Of Rooms

OBJECTIVE:

Identify the procedures to be used when cleaning special rooms and providing other than regular daily cleaning service.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple choice test about this LAP and the LAP entitled: "Care and Safety". (The test will be taken after the LAP "Care and Safety".) Successful completion is nine out of ten items.

RESOURCES:

Functional Housekeeping in Hotels and Motels, Fales, 1971.
The Correct Maid, Pfeiffer and Voegele, 1965.
"Functional Housekeeping in Hotels and Motels," (Workbook), Hertzson, 1971.

PROCEDURE:

Steps

1. Obtain text, Functional Housekeeping in Hotels and Motels; go to study area.
2. Read pages 123 and 124.
3. Obtain text, The Correct Maid; read pages 51 through 56.
4. On a separate sheet of paper, do questions 3, 4 and 5 on pages 67 and 68 in "Functional Housekeeping in Hotels and Motels", workbook.
5. When finished, check your answers with the key.
6. Take the combined LAP Test after completing this LAP and LAP 25.01.01.04, "Care and Safety".

**Principal Author(s):** Fuhrman

Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

File Code: 25.01.01.04.A2-0

Date Published: 8/1/74

# Learning Activity Package

Student: _____

Date: _____

**PERFORMANCE ACTIVITY:** Care and Safety

OBJECTIVE:

Identify facts about procedures that provide and promote safety and security in the hotel/motel.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple choice test about this LAP and the LAP entitled: "Special Types of Rooms". Successful completion is nine out of ten items.

RESOURCES:

The Correct Maid, Pfeiffer and Voegele, 1965.
Functional Housekeeping in Hotels and Motels, Fales, 1971.
"Functional Housekeeping in Hotels and Motels," (Workbook), Hertzson, 1971.

PROCEDURE:

Steps

1. Obtain text, The Correct Maid; read pages 58 through 62.
2. Obtain text, Functional Housekeeping in Hotels and Motels; read Chapter 11, pages 125 through 134.
3. Review questions 1 through 5 on page 134.
4. Answer questions 1 through 5 in, "Functional Housekeeping in Hotels and Motels," workbook on a separate sheet of paper and without text.
5. When finished, check answers with key.
6. Take the LAP test, self-score and hand in to instructor.

**Principal Author(s):** Fuhrman

Student: _____ File Code: 25.01.01.03. A2-2
25.01.01.04. A2-2

Date: _____ Date Published: 7/19/74

# LAP TEST: SPECIAL TYPES OF ROOMS/CARE AND SAFETY

1. Vacuum cleaners:

   a. should be emptied once a week.
   b. with small bags may require two cleanings on busy days.
   c. should be emptied when you feel it needs it.
   d. should be emptied daily, only if needed.

2. A maid with a pass key should:

   a. let anyone use it if he is staying at the hotel.
   b. never lend anyone the pass key.
   c. take it home each night so as not to misplace it.
   d. unlock a door, if you think the person is a guest.

3. Accidents:

   a. are generally few in hotels and motels.
   b. 90% of the time are caused because of unsafe conditions.
   c. 30% of the time are caused because of personal carelessness.
   d. are generally quite frequent in hotels and motels.

4. When cleaning during construction:

   a. the biggest problem seems to be getting the cart to and from the rooms.
   b. the rooms under construction require less cleaning than those being used.
   c. every attempt must be made to confine the soil generated by the reconstruction work.
   d. if the floor is installed first, the maids don't have to worry about it.

5. Which is <u>not</u> a step used when cleaning during construction?

   a. cover the floors with tarpaulins.
   b. display a "Men Working" sign.
   c. tape the windows and doors.
   d. cover the floors with planks when moving heavy equipment.

6. Vacant rooms:

   a. might need the toilets flushed.
   b. should only be aired one (1) hour a day.
   c. should always be dusted.
   d. are never a concern of the maid.

7. Studio rooms:

   a. are cleaned in the same manner as a regular room.
   b. use the same procedure for making up the bed as a regular room.
   c. only require cleaning once a week.
   d. require lighter cleaning than regular room.

8. When performing second service:

   a. the toilet bowl should be cleaned.
   b. clean ash trays, and replace soiled towels.
   c. it is not necessary to clean the basin.
   d. always leave room service equipment.

9. Items which do <u>not</u> require weekly attention are:

   a. dusting the cornice of the windows.
   b. dusting backs, frames, and wall behind pictures.
   c. dusting mattresses and box springs.
   d. polishing the door knobs and plates with metal polish.

10. The last step in performing night service is:

   a. leaving the lights on for the guest, when he returns.
   b. leaving the door slightly open as a courtesy to the guest.
   c. turning out all lights except those over the bed; then close and lock the door.
   d. turn out all lights except those over the bed, then leave the door slightly open for the guest.

LAP TEST ANSWER KEY: SPECIAL TYPES OF ROOMS/CARE AND SAFETY

1. C
2. B
3. A
4. A
5. B
6. A
7. C
8. B
9. B
10. A

File Code: 25.01.01.05.A2-0

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Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

# Learning Activity Package

Student: _____

Date: _____

**PERFORMANCE ACTIVITY:** Interior Design

OBJECTIVE:

Identify the characteristics of theme, color, scheme, lighting, draperies, and furniture that affect styling and functional designs for the hotel/motel.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Functional Housekeeping in Hotels and Motels, Fales, 1971.
"Functional Housekeeping in Hotels and Motels," (Workbook), Hertzson, 1971.

PROCEDURE:

Steps

1. Obtain text, Functional Housekeeping in Hotels and Motels; go to study area.
2. Read page 171, "Interior Design," through page 175.
3. Review questions 3, 4, 5, 6, and 7 on page 175.
4. On a separate sheet of paper answer questions 3, 4, 5, 6, and 7 on pages 97, 98, and 99 in "Functional Housekeeping in Hotels and Motels," workbook. Do not use text.
5. When finished, check answers with key.
6. Take the LAP test, self-score, hand in to the instructor.

**Principal Author(s):** Fuhrman

Student: _____ File Code: 25.01.01.05. A2-2

Date: _____ Date Published: 7/19/74

# LAP TEST: INTERIOR DESIGN

1. The scheme:

   a. is integrating the design of many rooms into one overall plan.
   b. is the pattern of the carpets and wall paper.
   c. is the same as the theme.
   d. is the color which will be used to redecorate.

2. The theme does not :

   a. always include elements stressing comfort.
   b. give the central idea.
   c. keep the guest wanting to return.
   d. represent a concept.

3. Color:

   a. is the least important element of room decor.
   b. is only as important as the theme.
   c. enhances size, shape, and relationship to other areas.
   d. if used correctly will set a mood in people.

4. There are:

   a. eight colors.
   b. five colors altogether (red, blue, green, yellow, orange).
   c. seven colors (black, white, red, blue, green, yellow, orange).
   d. five colors altogether (black, white, red, blue, green).

5. A lighter version of a particular color is:

   a. shade.
   b. tone.
   c. value.
   d. chroma.

6. The intensity of a color is:

   a. tone.
   b. shade.
   c. chroma.
   d. value.

7. Warm colors:

   a. are attractive in rooms which face the sun.
   b. are orange, yellow and red.
   c. are never used in a large room.
   d. are popular in rooms which face the south or west.

8. Draperies:

   a. should only be used to decorate the room.
   b. should be used mainly to control the light in the room.
   c. can be the key decorative feature of a room.
   d. don't affect the acoustical properties of a room.

9. When selecting furniture:

   a. it should match only the size of space in which it will be placed.
   b. the selection doesn't affect the mood of the room.
   c. one should be concerned with style, finish, and structure.
   d. individual pieces do not have to be in scale with one another.

10. In placing furniture:

   a. arrange it to provide convenience of use.
   b. it's best to place furniture in an unbroken line.
   c. consider the view of the room from the bedroom.
   d. it doesn't have to be useful, just be sure it makes the room look nice.

# LAP TEST ANSWER KEY: INTERIOR DESIGN

1. A
2. A
3. C
4. A
5. B
6. D
7. B
8. C
9. C
10. A